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CÁTEDRA DE INGLÉS TÉCNICO



Study Guide for the Course

English II for Tourism

Intermediate

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TO THE STUDENT

This study guide is a material that complements the text “English for International Tourism” (Intermediate Student’s Book).

The purpose of this material is to clarify basic aspects and create an instrument that guides the students to understand better the contents found in the book and to go through them in an accurate way.

Purpose of the course

The purpose of the course is to continue studying vocabulary and linguistic patterns of English. Also the course offers specific situations used in the wide industry of tourism in order to achieve good communication skills.

This course is designed for people who need to improve their English because they are studying to work or are already working in tourism industries. The course is intended for people who have a basic knowledge of English. It is suitable for learning students in either a monolingual or multilingual classroom situation.

Since this is a course to reinforce your language skills based on topics related to your goals, the participation in the workshops is very important. You have to study at home and do the exercises in the book to be prepared for each workshop. English for Tourism II is a 200-hour course, which has four 3-hour sessions. The rest of the hours is your own responsibility. You need to organize this time to listen to the extracts, do the exercises, practice with the oral sections and complete the exercises in the workbook. All this organization will help you to work better in the workshops and be successful in the development of the course. Go ahead and do your best!

Objectives

1. To develop oral skills in different situations of the tourist trade.
2. To demonstrate reading comprehension in a variety of tourism texts.
3. To develop writing skills in specific documents for the area of tourism.
4. To demonstrate listening comprehension in different aspects of tourism industry.

THE TEXTBOOK

English for International Tourism (intermediate student's book) contains twelve units and three consolidation sections, all based on themes from the tourist trade. It includes topics such as tour operators, hotel reservations, travel agencies, traditions and related professional skills such as dealing with complaints, talking on the telephone, recommending sights and taking orders in a restaurant.

The four skills –reading, writing, listening and speaking– can be practiced and developed in the student's book.

Each unit contains one or more listening tasks designed to get students used to a variety of native and non-native speakers using English as an international language. The tapescripts for each listening part are provided at the end of the Student's Book on pages 130-144. A language component introduced in each unit is highlighted in the Language focus sections and followed by practices. The vocabulary section is topic-based and directly related to the hotel and tourism industry. There is a strong focus on pronunciation throughout the course, especially on intonation and stress patterns and the speaking section, which is designed to bring the language previously studied into active use. In the writing part students learn the importance of effective communication on message, style and organization in formal and informal written documents. The reading section in each unit guides the students on how to approach the text to improve students' reading skills.

HOW TO STUDY EACH UNIT

As you may have seen, each unit is divided into different parts in relation to the linguistic skills. All of them are specified on the left side of the page, in different colour to indicate what skill is strongly used in that section. Each part has specific purposes, for example:

- The *reading* section presents information about the topic of the unit for you to do the exercises written below or before and increased your knowledge on the topic. Besides, you are going to find related exercises in the workbook to reinforce your reading skills.
- The *vocabulary* part provides you with the specific words commonly used in certain topics of tourism industry. In this section you are given key words or phrases that will help you to understand better the topic and facilitate fluent communication. Remember that you should use this vocabulary in oral presentations, oral exams and group discussions in class. Each vocabulary part has its own exercise in the workbook for you to practice.
- As you can see, there is a clear focus on the *speaking* skill throughout the course as the ability to communicate well in the hotel and tourism industry. There is a variety of speaking activities in the Student's Book for you to improve your fluency

and accuracy. You should perform these activities in pairs as the book states or by yourself in order to be prepared for the workshops where the speaking skill is going to be widely developed.

- The *listening* extracts, which are in the CD, are relevant to the industry, including dialogues among hotel staff and guests, travel agents and customers and a tour guide describing different places. You should use this part for self-study to check language and obviously to check your listening ability. Listen to these extracts and complete the exercises on the book. You can even listen and read the tapescript simultaneously.
- In the *language* focus boxes you are given structures about the use of grammar that will clarify you the grammatical points presented in each unit. You can go to the end of the student's book and look for the explanations about language use at the section called "Grammar Reference". Do all the exercises from the Workbook and the exercises from the consolidation sections called which are at the end of units 4, 8 and 12. Those are directly related to language use and will help you to learn more about the use of specific structures.

Unit 1

Careers in Tourism



This unit will give you examples of how to write a curriculum vitae and a cover letter in order to apply for a job.

By the end of this unit, you will be able to:

- Write a CV and a cover letter for the application of a job.
- Attend an interview in order to apply for a job.
- Use question forms like yes/no questions or wh/questions to fill an application or to attend an interview.
- Use an interview procedure to interview people for a job.

Key words

Airlines, hotels and accommodations, ferry and cruise companies, catering, car hire, events, emergencies, room occupancy, tours, staff, individual holidays, communication skills, computer/IT skills, unskilled, skilled, telephone skills, highly-skilled.

Language focus

Question forms (p. 9).

Check extra information on page 124 of the textbook.

Suggested exercises from the student's book in this unit

In class work:

Exercises 1, 2, 3, 10, 14, 17.

Out of class work:

Exercises 4, 5, 6, 7, 8, 9, 12, 13, 15, 16.

Unit 2

Destinations

Manuel Antonio is not only one of Costa Rica's most beautiful beaches, but one of the most beautiful in the entire world. Imagine: perfect horseshoe bays bordered by soft white sands, dazzling blue-green waters, and hilltops piled with jungle and streaming waterfalls. Dive, snorkel, surf, kayak, hike, or zipline -but don't forget to relax and enjoy the unforgettable views. *Kirsten Noelle Hubbard*



This unit will present you different attractions from Los Angeles, California and also will teach you how to prepare a presentation about a famous tourist destination.

By the end of this unit, you will be able to:

- Prepare and give a short presentation to describe a destination.
- Recognize different types of tourism.
- Use the present simple and the present continuous.

Key words

Business travel, adventure holidays, mass tourism/package holidays, exhibitions and trade fairs, beaches, historic monuments, people, culture, tradition, wildlife, lifestyle.

Language focus

Present simple and present continuous (p. 18).

Check extra information on page 124 of the textbook.

Present simple and present continuous

Use the present progressive (also called the present continuous) to describe something that is happening right now.

Ex; Eva *is talking* to Carl.

She *is speaking* French right now.

Use the simple present tense to describe what regularly happens, what usually happens, or what always happens.

Ex; Eva *talks* to Carl everyday.

She *speaks* French at home.

Fuente: Fuchs and Bonner (2000, p.4).

Suggested exercises from the student's book in this unit

In class work:

Exercises 10, 13.

Out of class work:

Exercises 2, 4, 5, 6, 8, 9, 11, 12, 14, 15, 16.

Unit 3

Hotel Facilities

Featured San Jose Hotel Guests of Hotel Grano de Oro enjoy the charm and character of a stately mansion built at the turn of the century, with all the comforts, amenities and the service expected in a fine hotel. Hotel Grano de Oro is located in San Jose on a quiet street near many restaurants, theaters and shops and is an easy walk to the bustling city center.



In unit 3 you will learn about many different aspects that have to do with a hotel.

By the end of this unit, you will be able to:

- Compare different characteristics of hotels.
- Recommend how to refurbish a hotel.
- Describe different aspects of a hotel.
- Apply an inspection form in a hotel.
- Use the verbs “have and get” for something done.
- Use the comparative form.

Key words

Wheelchair access, health of fitness facilities, credit cards accepted, room for more than two people, pets welcome, air conditioning, swimming pool, 24-hour room service, business facilities, children’s facilities, cleanliness, comfort, services, room size, staffing, customer care.

Language focus 1

Have and get/something done (p. 24).

Check extra information on page 125 of the textbook.

Language focus 2

Making comparisons (p. 26).

Check extra information on page 125 of the textbook.

Suggested exercises from the student's book in this unit

In class work:

Exercises 1, 11, 13, 14, 19.

Out of class work:

Exercises 2, 4, 5, 6, 7, 8, 9, 12, 15, 16, 17, 18, 20.

**BEST VALUE SUGGESTED ITINERARIES /
ECOTOURS**

Discover the bio-diversity Costa Rica has to offer with some of our favourite expeditions. Nature at it's best in Costa Rica! We have so much to share.. We customize your adventure!

Unit 4

Tour Operators

- Costa Rica Nature Adventure (7nights)
 - Coast to Coast Adventure (10 nights)
 - Nature Lovers Tour (7nights)
 - Costa Rica Model of the tropics (9nights)
 - Nature Wonder Expedition (9nights)
 - City-Mountain-Beach Tour (6nights)
 - Birdwatching Journey (7nights)
 - Honeymoon Package #1 (7nights)
 - Honeymoon Package #2 (9nights)
 - Mountain and Beach Explore (7 nights)
-

In this unit you will learn about how tour operators do business and how to prepare package holidays.

By the end of this unit, you will be able to:

- Apply useful vocabulary when writing letters of apology.
- Persuade a client to buy a package tour.
- Use the present perfect and past simple.

Key words

Choice, price, quality, booking procedures, quality of service, cruise, hotel, visa, charter flight, adventure, guesthouse, schedule flight, transfer, foreign exchange, equipment hire, mini-break, insurance, lodge, honeymoon, lift pass, villa, winter sports, luxury coach, inn, all-inclusive.

Language focus

Present perfect and past simple (p. 32).

Check extra information on page 125 of the textbook.

Suggested exercises from the student's book in this unit

In class work:

Exercises 1, 4, 8, 16.

Out of class work:

Exercises 3, 5, 6, 9, 11, 12, 13, 14, 15.

Consolidation 1

(pp. 38-39)

By the end of this section, you will be able to:

- Integrate the contents of units 1-4.
- Answer the questions of a job interview.
- Use the tenses: simple present, present continuous, simple past, present perfect.
- Review the vocabulary studied in units 1, 2, 3 and 4.

How to go about this section

This section is intended to review the contents studied in the units 1, 2, 3 and 4. Most exercises are focused on grammar structures. Do the exercises 1, 2, 3 and 4 to review grammar aspects and exercise 6 to review vocabulary.

Unit 5

Dealing with Guests



People are different everywhere, this unit will present diverse terms that describe a worker especially in the tourism field. Besides, you will learn how to face communication problems in a job.

By the end of this unit, you will be able to:

- Deal with a complaint of a guest in a hotel.
- Use specific adjectives to describe people.
- Deal with overbooking problems.
- Use the articles a/the/zero article.

Key words

Accountant, housekeeper, head receptionist, sales manager, cross, crossed, point, stick, tail, first of all, then, after that, because and so.

Suggested exercises from the student's book in this unit

In class work:

Exercises 1, 6, 20, 21, 22.

Out of class work:

Exercises 4, 5, 7, 8, 11, 12, 14, 15, 16, 17, 19.

Language focus

Articles (p. 42).

Check extra information on page 126 of the textbook.

Unit 6

Travel Agencies

**Travel Guide to Hawaii Vacations - Hawaii Maps
Hawaii travel agents for Hawaii vacation packages**



This unit will show you different strategies of educational reports, in this case, to describe clearly a destination.

By the end of this unit, you will be able to:

- Take a telephone booking.
- Prepare an educational report to become familiar to a new place.
- Prepare a tour for a weekend break.
- Use the future tense.

Key words

Time, time zone, estimated time of departure (ETD), dead on time, take your time, the right/wrong time, at any one time, at any given time, have a nice/good/bad time in time, in good time, run out of time, estimated time of arrival (ETA).

Language focus

The future tense (p. 50).

Check extra information on page 126 of the textbook.

Suggested exercises from the student's book in this unit:

In class work:

Exercises 1, 5, 13, 15.

Out of class work:

Exercises 2, 4, 6, 7, 8, 10, 11, 14.

Unit 7

Hotel Reservations



You will learn in this unit about the information you need in relation to the guest to make reservations in a hotel. Unit seven also teaches how write and take messages especially for hotel guests.

By the end of this unit, you will be able to:

- Take and send messages.
- Sell a conference venue to a client.
- Make a reservation for a tourist service.
- Use indirect questions and reported speech.

Key words

A la carte, auditorium, banquet, beverages, buffet, display area, flip chart, luncheon, meeting rooms, OHP, refreshments.

Language focus 1

Indirect question (p. 58).

Indirect questions

Use **if** or **whether** in indirect yes/no questions

Ex; She asked me if I could type.

He wanted to know whether I knew how to use a fax machine.

Fuente: Fuchs and Bonner (2000, p. 114).

Suggested exercises from the student's book in this unit

In class work:

Exercises 1, 9, 13, 17.

Out of class work:

Exercises 2, 3, 4, 5, 7, 8, 10, 12, 16.

Language focus 2

Reported Speech (pg 60).

Check extra information on page 126 of the textbook.

Unit 8

Seeing the Sights

This web site provides information on the **Arenal Volcano of Costa Rica**. Info includes hotels, tours and transportation. *Desafio Adventure Company* is happy to offer its services as a travel agency, tour operator, and information center.
<<http://www.arenal.net/arenal-volcano-tour.htm>>.



This unit presents two important examples of how to describe a process.

By the end of this unit, you will be able to:

- Recommend places of interest for tourists.
- Prepare a presentation of a process for a tourist exhibition.
- Use the passive voice.

Key words

Safari park, festival, amusement park, historic building, place of natural beauty, canyon, castle, mosque, palace, glacier, gorge, cathedral, temple, tower, armour, arrowheads, landscapes, pottery, canvas, shields, sketches, statues, watercolours, portraits.

Language focus

The Passive (p. 68).

Check extra information on page 127 of the textbook.

Suggested exercises from the student's book in this unit

In class work:

Exercises 2, 5, 12, 18, 22.

Out of class work:

Exercises 3, 4, 6, 9, 14, 16, 17, 20, 21.

Consolidation 2

(pgs. 72-73)

By the end of this section, you will be able to:

- Integrate the contents of units 5-8.
- Make suggestions for visiting places.
- Use the future tense, the articles and reporting verbs.
- Use the vocabulary studied in the units.

How to go about this section

This section is intended to review the contents studied in the units 5, 6, 7 and 8. Most exercises are focused on grammar structures. Do the exercises 1, 2 and 3 to review grammar aspects, exercise 4 to review vocabulary and exercise 5 to review how to make a suggestion.

Unit 9

Getting Around

Toyota Yaris

Daily Fee: US\$45.00

Weekly Fee: US\$270

**Insurance: US\$13.00 daily
mandatory**

Manual or automatic transmission,
A/C, CD player.



This unit will give you some information about the beautiful city of Sydney, Australia and the way how you can fill out a car hire booking form.

By the end of this unit, you will be able to:

- Give advice to visitors about places to go.
- Give underground directions.
- Apply a car hire booking.
- Use modal verbs.

Key words

Journey tour, trip, excursion, voyage, crossing, cancellation, lost ticket, overbooking, baggage, unhelpful staff, speed limits, parking, road signs, driving tips, passenger safety, documents.

Language focus

Modal Verbs (p. 76).

Check extra information on page 128 of the textbook.

Suggested exercises from the student's book in this unit

In class work:

Exercises 1, 11, 14, 15, 21.

Out of class work:

Exercises 3, 4, 5, 6, 8, 9, 10, 16, 19, 20.

Unit 10

Eating Out

This traditional restaurant is conveniently located on the outskirts of San Jose' (400m north of I.C.E. Sabana North) and offers a quiet, tranquil atmosphere. El Chicote has been renowned for its top quality meats and fish for almost 40 years. It also provides excellent, bilingual service.



Have you ever eaten any French dishes? This unit will give you an idea of French cuisine, besides how to order a meal and how to choose a good restaurant.

By the end of this unit, you will be able to:

- Describe popular dishes from different countries.
- Give a recommendation of a restaurant.
- Use countable and non-countable nouns and quantifiers.

Key words

Baked, fried, garnished, grilled, served, steamed sliced, poached, a pot, a carafe, a rack, a bottle, a bunch, a plate, a fillet, a bowl.

Language focus 1

Countable and uncountable nouns (pg 86).

Check extra information on page 128 of the textbook.

Language focus 2

Quantifiers (p. 87).

Check extra information on page 128 of the textbook.

Suggested exercises from the student's book in this unit

In class work:

Exercises 1, 7, 8, 13, 18.

Out of class work:

Exercises 2, 3, 5, 9, 10, 12, 17.

Unit 11

Traditions

Traditions revolve around the family from the moment of birth to that of death.



China, India and Japan are countries of ancient and deep rooted traditions. You will learn more about these fantastic traditions in this unit.

By the end of this unit, you will be able to:

- Describe traditions in different countries.
- Exchange historical facts of a country.
- Describe festivals that take place in your country and some others.
- Use relative clauses.

Key words

Artistic expression, religion, sport, moral values, parade, fast, tradition, carnival, presents, flowers, procession, pray heritage, cards, pilgrimage, folklore.

Language focus

Defining relative clauses (p. 93).

Check extra information on page 129 of the textbook.

Suggested exercises from the student's book in this unit:

In class work:

Exercises 7, 10, 17, 19,

Out of class work:

Exercises 2,3, 4, 5, 8, 9, 11, 12, 18.

Unit 12

Special Interest Tour



Unit twelve will give you the opportunity to explore different kinds of interests when taking a tour.

By the end of this unit, you will be able to:

- Prepare tours for special holydays.
- Organise cruise tours on different places.
- Use conditionals.

Key words

Whale watching, painting, yoga, gourmet cooking, garden tours, scuba diving ,hiking, dog-handling, aqualung, prayer, palette, wreck, whistle, monk, brush, reserve, obey, endangered species, diving, fauna and flora, monastery, lead oils, work every night, live abroad, be rude to a customer, work for nothing, leave a restaurant without paying the bill.

Language focus

Conditionals (p. 100).

Check extra information on page 129 of the textbook.

Suggested exercises from the student's book in this unit

In class work:

Exercises 2, 7, 12, 15,

Out of class work:

Exercises 3, 4, 9, 10, 13, 14

Consolidation 3

(pgs. 106-107)

By the end of this section, you will be able to:

- Integrate the contents of units 9-12.
- Use the quantifiers, the conditionals and the relative clauses.
- Use the vocabulary studied in the units.

How to go about this unit

This section is intended to review the contents studied in the units 9, 10, 11 and 12. Most exercises are focused on grammar structures. Do the exercises 1, 2 and 3, to review grammar aspects, exercise 4 to review vocabulary and exercise 5 to review different sounds.

ANSWER KEY FOR TEXTBOOK EXERCISES

Unit 1

Exercise 1, page 6

1. airlines
2. car hire
3. ferry and cruise companies
4. hotels and accommodations
5. catering

Possible answers for jobs in each sector

- Airlines: flight attendant, check in clerk, pilot.
- Car hire: costumer service representative, rental location manager, reservation agent, travel trade manager (responsible for partner relationships with business and leisure travel agencies).
- Ferry and cruise companies: cruise director, purser (responsible for financial matters and passenger care) cabin/chief steward (looks after passengers' requirements, e.g. room service and porter duties), food and beverage manager, entertainments manager.
- Hotels and accommodation: manager housekeeper, receptionist, concierge (deals with guests' needs and special requests, e.g. onward travel arrangements).
- Catering: waiter, chef, cook, food and beverage manager, wine waiter, sous chef, kitchen assistant, bartender.

Exercise 4, page 6

There may be some discussion here, depending on whether students rely on the explicit information in the job adverts or what is implied in the description.

1. B ('maximizing room occupancy'), C, D
2. A, B
3. D
4. D
5. A, C
6. A ('excellent customer service skills'), C

Exercise 5, page 7

The following are wrong:

1. make,
2. book
3. produce
4. posses
5. design
6. supervise

Exercise 6, page 8

1. communication skills
2. computer/IT skills
3. unskilled
4. skilled
5. telephone skills
6. highly-skilled

Exercise 7, page 8

Travel sales consultant

Exercise 8, page 8

1. She saw an advert for the job in a travel magazine which she got when she booked a holiday.
2. Answers questions on the phone from new and existing clients, deals with people off the street who have queries.
3. People who have an appointment or come in off the street.
4. People ask her about flights, prices and the weather.
5. How long do you want to go away for? How much money do you want to spend?
6. Do you travel free? What countries do you go to on holiday?
7. Malaysia and Boston (U.S.A).

Exercise 9, page 9

1. What I was a receptionist.
2. What Spanish French and a little Arabic.
3. Which I'm most fluent in Spanish.
4. What kind of I'd like to work for an airline.
5. How long Just a week.
6. Why I like meeting people.
7. When As soon as possible.
8. Whose Mrs. Young's.

Exercise 11, page 10

1. It is divided into clear headings, includes information on topics, shows how you meet the criteria for the job and is well-presented.
2. No more than two sides of A4 paper.
3. Personal information and a photo (depending on the company), your education and qualifications, professional skills and interests.

Exercise 12, page 10

1. T
2. F (some employers like to see a photo)
3. T
4. F (you don't need to use complete sentences as long as it's clear)
5. F (an employer likes to know what kind of person you are and things like team sports, for example, show this)
6. T
7. T
8. T

The CV follows the advice except he has not put the most recent qualifications and experience first. The information under this heading should ideally be dated. The answer to the second question will depend on the nationality of your students.

Exercise 13, page 10

1. Equivalent of British A levels, specializing in economic subjects; vocational training in Leisure and Tourism.
2. Hotels.
3. Night auditor and assistant manager.

Exercise 14, page 11

Work experience –Tour guide with Eurotours, summer 2000
–Travel agent in Sunshine Holidays, July & August 2001
Address
24 years old
Education –Travel and Tourism course, 2001 to present

Exercise 15, page 12

Do

- Type your letter of application.
- Point out professional skills you have acquired.
- Emphasize how you believe you meet the employer's needs.

Don't

- Use interesting colored paper.
- Write more than two pages.
- Repeat what is already on your CV.
- Tell the employer that you will call in to discuss your application.

Exercise 16, page 12

1. I am writing with reference to
2. Please find enclose
3. I have experience of
4. I am confident
5. I am available
6. I look forward to hearing

Unit 2

Exercise 1, page 14

1. Business travel.
2. Adventure holidays.
3. Mass tourism/package holidays.
4. Exhibitions and trade fairs.

Exercise 2, page 14

1. Leisure – health and fitness
2. Leisure – education and training
3. Business – conferences and conventions
4. Leisure – sporting events
5. Business - exhibitions and trade fairs
6. Leisure – culture
7. Business – incentive
8. Leisure – holiday
9. Business – professional meetings
10. VFR

Exercise 3, page 15

Los Angeles is famous for its beaches (Venice Beach, Santa Monica Beach), people (all the movie stars who live in the Beverly Hills area), culture (as mentioned in the article) and life style (shopping in Rodeo Drive, the climate)

Exercise 4, page 15

Because it has more museums, artists, writers, film-makers, actors, dancers and musicians per head of population than any other US city.

Exercise 5, page 15

1. F (there are exactly 300)
2. T
3. F (It is on a hilltop overlooking the city)
4. T
5. F (three million went there in its first year)
6. T ("it rivals Universal Studios" so it competes for the same tourists)

Exercise 6, page 16

1. Hollywood Wax Museum
2. Ripley's Believe It or Not!
3. Hollywood Galaxy – The Hollywood Entertainment Museum
4. El Capitan Theater
5. Hollywood Boulevard's "Walk and Fame"
6. The courtyard of Mann's Chinese Theater

Exercise 8, page 17

1. b 2. a 3. d 4. c 5. e

Exercise 9, page 17

1. Mann's Chinese Theater
2. Clairon Hotel Hollywood Roosevelt
3. El Capitan Theater
4. Hollywood Wax Museum
5. Ripley's Believe It or Not!

Languages focus, page 18

1. e 2. b 3. f 4. c 5. d 6a

- *Think* in sentence 1 describes a permanent state, it is referring to your opinion
- *Thinking* in sentence 2 describes a temporary activity around the time of speaking
- *Having lunch* is an action which could be describing an activity in progress now or a future arrangement depending on the context (other examples are *have a bath*, *have a sleep*)
- *Has hot summers* describes a state (other examples are *have a brother*, *a lot of money*, *green eyes*)

Exercise 11, page 18

1. often feature 2. is experiencing 3. varies 4. stays 5. costs 6. is becoming
7. flies 8. leave 9. is now becoming 10. attract 11. 're thinking 12. has

Exercise 12, page 19

1. prefer 2. appeals 3. like 4. puts on 5. attracts 6. consider 7. live
8. leave 9. is now becoming 10. are opening 11. is booming

Exercise 14, page 20

Climate:

- Warmest in July and August
- Summer – days are long, can rain a lot
- Snow from November to April

Getting around:

- Easy and cheap
- From airport to city centre by bus and metro or train
- Best to see central area on foot
- Other parts, metro is fastest, cheapest and easiest
- Buses, trolleybuses and trams where no metro

Sightseeing

- The Kremlin, Red Square and Basil's Cathedral
- Lenin's tomb, Gorky Park

Entertainment

- Moscow Film Festival
- Russian Winter Festival

Food and drinks

- Quick snacks – sweet and savoury pies, jacket potatoes with fillings, bliny

Exercise 15, page 20

Climate humid, chilly, frozen, warm

Possible additions: hot, sunny, cloudy, windy

Transport tram, coach, underground, cab

Possible additions: train, bus, bicycle, car

Entertainment nightclub, show, concert hall, fairground

Possible additions: play at the theater, firework display, discotheque, opera house.

Unit 3**Exercise 1, page 22**

Possible answers

Room amenities: complimentary daily newspaper, hospitality tray, hairdryer, personal safe, air conditioning, minibar, colour television, satellite channels, video player and video library, CD player and CD library, internet access, trouser press.

Hotel facilities: express check-in/check out, 24 hour room service, laundry/dry-cleaning, currency exchange, portage service, bar, restaurant, lounge, business centre, gift shop, beauty saloon, fitness centre, sauna, Jacuzzi, swimming pool, garden, car park, car valet service, car wash.

Exercise 2, page 22

1. air conditioning
2. pets welcome
3. health or fitness facilities
4. wheelchair access
5. 24-hour room service
6. business facilities
7. swimming pool
8. credit cards accepted
9. children's facilities
10. rooms for more than two people

Exercise 3, page 22

1. restaurant
2. photography not allow
3. theater
4. cloakroom
5. tourist information
6. live entertainment
7. no smoking
8. outside eating

Exercise 4, page 22

- chauffeured Rolls-Royce
- butlers who find anything you want
- personalized business cards and stationary
- complimentary flowers, bottle of champagne and bowl of fruit
- fitness studio(the equipment can be moved into your room)
- in-room computer with fast internet access and internet radio
- 15 phone handsets and a mobile.

Exercise 5, page 22

1. F (he filmed there)
2. F (it doesn't include breakfast)
3. T
4. F (the equipment from the fitness studio can be moved into the room)
5. T
6. T
7. T
8. F (the film appeared "as if by magic" in the morning)

Exercise 6, page 23

1. b 2. e 3. f 4. c 5. a 6. d 7. g

Exercise 7, page 24

1. beauty saloon and hairdresser
2. room service (meals)
3. valet parking
4. valet service
5. business facilities

Exercise 8, page 24

1. DeragHotel Grosser Kurfürst
2. Berlin Hilton
3. Hotel Adlon
4. Hackescher
5. Four Seasons Hotel

Exercise 9, page 26

1. b 2. e 3. d 4. a 5. g 6. c 7. f

Exercise 10, page 25

- 0 bright
 0o stunning, charming
 0oo opulent
 o0oo impeccable, spectacular, luxurious

Language focus, page 26

1. a 2. c 3. b 4. d

Exercise 12, page 26

1. the largest
2. the most comfortable
3. the cheapest
4. more expensive than
5. higher
6. the same as
7. easier
8. quieter (although *quiet* is a two-syllable adjective, the comparative and superlative are usually formed by adding *-er* and *est*)
9. as well-equipped as
10. the most suitable

Exercise 16, page 28

Area	Checks
Concierge	provides a full service and not expect a tip
Restaurant	quality of service without tipping
Room service	staff are helpful in suggesting what to order, food trolley is clean

Bedroom under the bed, curtains, minibar, pillows towels, instant water, easy to use shower, no hairs in baths.

Exercise 17, page 29

1. To ensure standards are maintained, so hotel can justify higher rates.
2. No, the stay is anonymous.
3. It goes on a six-month trial at the end of which is a second hotel inspection. If it fails this test it loses its "Preferred Hotel" status.
4. In the USA and Asia.
5. Assuming that he stays in a different hotel every night, he inspects 144 hotels a year.
6. Because they shouldn't expect a tip and it shouldn't affect the quality of service.

Exercise 18, page 29

The following are all poor:

- Front entrance – signs & notices
- Lobby – carpets, tidiness, service
- Kitchen – hygiene, food storage
- Restaurant – linen, tableware
- Bathrooms – fitting
- Bedrooms – fittings, TV/handsets

Unit 4

Exercise 1, page 30

1. adventure holidays 1980s onwards
2. seaside holidays 19th century onwards
3. cruise holidays 20th century onwards
4. flying abroad 1950s onwards

Exercise 2, page 30

1. Noel Josephides
2. Simon Laxton, Mike Gooly
3. Roger Shaw
4. Noel Josephides, Simon Laxton
5. Simon Laxton, Mike Gooly
6. Simon Laxton
7. Roger Shaw

Exercise 3, page 30

1. b 2. d 3. g 4. h 5. a 6. c 7. f 8. e

Language focus, page 32

1.
 - a. present perfect
 - b. present perfect

- c. present perfect
- d. past simple
- e. both the present perfect and the past simple
- f. past simple

2.

- Used with the past: *yesterday, last week, six months ago, in 2002*
- Used with the present perfect: *lately, so far, over the last few years, since + point in time*

Exercise 5, page 32

1. organized 2. wasn't 3. has worked 4. did you start 5. have become
6. has fallen 7. 've had 8. have increased 9. started 10. have put

Exercise 6, page 33

1. grew 2. created 3. sold 4. was 5. began 6. continued 7. announced
8. has become 9. has been 10. has enabled 11. have tripled

Exercise 7, page 33

/ɪ/ live, business, holiday, tourism, service
/i:/ leave, opportunities, industry, money
/aɪ / exciting, environment, high

Exercise 9, page 34

- Types of holidays: cruise, adventure, mini-break, honeymoon, winter sports, all-inclusive.
- Accommodation: hotel, guesthouse, lodge, villa, inn.
- Transportation: charter flight, schedule flight, luxury coach.
- Ancillary service: visa, transfer, foreign exchange, equipment hire, insurance, lift pass.

Exercise 11, page 34

- Outward flight was delayed
- Check-in staff were unhelpful
- There was no representative from Med Tours
- Food in hotel lacked variety and service was poor
- Beach was across a busy main road and least 20 minute's walk away
- Shops in the resort were crowded and expensive
- Noisy roadworks in town
- Had to leave resort at dawn to get to airport in time for return flight: the stay in not seven days.

Exercise 12, page 34

- At the airport, the tour operator should keep their clients fully and regularly updated and provide refreshments depending on the length of the delay. If there is not tour operator representative at the airport, one from the airline should be made available and clients informed at check- in who to see.

- Hotel service is the responsibility of the hotel.
- Hotel advertised as 'a stone's throw from the beach' –the tour operator is responsible for the accuracy of its brochures.
- In reference to shops, brochure should state something like 'lively resort'.
- Roadworks *next to the hotel* must be notified before departure and, if severe, the client given the option to change hotels or cancel at no charge.
- A seven-day holiday counts as a room being available to the client over seven nights, if this was the case the client does not have a case.

Genuine case for compensation:

- Beach was across a busy main road and at least 20 minutes' walk away.

Exercise 13, page 35

Sample answer:

Med Tours
106 Netherwood Rd
London W 14 3PG
Mr Arthur Grundy
7 St Luke's Rd
Tunbridge Wells
TN4 9CG

Dear Mr Grundy

Thank you for your letter regarding your recent holiday with Med Tours. We are very sorry to hear that you were dissatisfied with the organization of the holiday, as we try to ensure that all our customers receive a high quality service.

In your letter you mentioned several inconsistencies between the brochure and the conditions in the hotel, particularly the distance from the beach and the length of the stay. Thank you for bringing this to our attention. Be assured that we will amend the information in the brochure.

We were sorry to hear that the staff were unhelpful during your delay at the airport. It is company policy that clients who are delayed are kept fully updated and provided with refreshments and we will look into why this did not occur.

The further inconveniences you suffered relating to the hotel and the resort, while not our direct responsibility, are of concern to us and we will investigate them.

We value your custom and, as compensation for the inconvenience you have suffered, we would like to offer you a 30% discount on your next holiday with Med Tours.

Once again, our sincerest apologies for the inconvenience caused and we look forward to hearing from you.

Yours sincerely
James Greenwald
Manager

Exercise 14, page 36

- The long stretch of sandy beach is just 100 meters away across a main road.
- The holiday includes daily sports and activities including tennis, table tennis, volleyball, mini golf, football and keep fit.
- There is an extra charge for the sauna, Turkish bath and Jacuzzi.
- The price per person for departures on/between 25/06-08/07 for 14 night is £699

Exercise 15, page 36

1. right outside the hotel
2. the busy road you have to cross to get to the beach
3. because the exchange rate value of the pound has been high
4. it would look more attractive to customers.

Consolidation 1**Exercise 1, page 38**

1. Where are you from?
2. How did you find about the job?
3. What's your current job?
4. Where did you live before?
5. How often do you go back there?
6. What kind of job are you looking for?
7. Do you speak any other languages?
8. When would you like to start work?

Exercise 2, page 38

1. overlooks
2. are you thinking?
3. charge
4. 're renovating
5. doesn't include
6. 're opening, think
7. is leaving

Exercise 3, page 38

1. the busiest
2. easier
3. the same as
4. the latest
5. the finest
6. as interested

Exercise 4, page 39

1. visited
2. sent
3. needed

4. were
5. didn't work
6. have now received
7. have taken
8. have also redecorated
9. has been
10. rang

Exercise 5, page 39

- o0o attractive
- 0oo wonderful
- o0oo dependable, professional

Exercise 6, page 39

- a. accommodation
- b. butler
- c. catering
- d. downtown
- e. entertainment
- f. facilities
- g. gratuity
- h. honeymoon
- i. itinerary
- j. journey
- k. kitchen
- l. luxurious
- m. modern
- n. nightclub
- o. overtime
- p. package
- q. quality
- r. renovations
- s. staff
- t. tariff
- u. underground
- v. voucher
- w. wildlife

Unit 5

Exercise 3, page 40

- Like people: can deal with different kinds of people, share other people's feelings empathize with their situation.
- Likes variety.
- Thinks like a child: is energetic and enthusiastic.
- Is like a clown: can excite others to find a work pleasurable and fulfilling.
- Understands body language.

Exercise 4, page 40

1. d 2. c 3. b

Exercise 5, page 41

Charm	charming	charm
Excellence	excellent	excel
Enthusiasm	enthusiastic	enthuse
Fulfil(l)ment	fulfilling/fulfilled	fulfil(l)
Pleasure	pleasurable/pleasant	please
Success	successful	succeed
Variety	various	vary

Language focus, page 42

- a before professions: a psychologist
- the before a previously-mentioned noun: in a recent study... the study showed
- the before noun identified by a phrase or clause that follows: *the characteristics that make hoteliers not just good but excellent.*
- Not article when countable, plural nouns are used in general sense: *hoteliers* (this is also true for uncountable nouns used in a general sense, e.g. Time is money)
- Superlative expressions: *the most successful.*

Exercise 8, page 43

1. no article (generalization) OR the noise at the motels (identified by the phrase following it)
2. no article (plural noun, generalization)
3. an (not specific)
4. no article (plural noun generalization)
5. no article (plural noun, generalization)
6. no article (plural noun, generalization)
7. a (one of more)
8. no article (plural noun, generalization)
9. the (singular countable noun, generalization, e.g. The computer has changed the way we work)
10. no article OR The.
11. a (one of more)
12. no article (plural noun generalization)
13. the (fixed expression)
14. the (identified by phrase that follows: of any guest)
15. the (fixed expression)
16. a (with expressions of quantity, e.g. *a lot of, a few of*)
17. the (specific, is clear which one from context)
18. the (identified by phrase that follows: of paying on departure)
19. the (specific, is clear which one from context)
20. the (specific, is clear which one from context)
21. no article (plural noun, generalization).

Exercise 11, page 44

The financier's wife suffered from altitude sickness, a symptom of which is headaches, the hotel provided oxygen bottles in the rooms.

Exercise 12, page 44

- a. Special treatment offered to very important guests.
- b. He had come to discuss important financial projects with the local government.
- c. 'The last straw' is an extra problem that is added to a difficult or unpleasant situation and which makes you think you cannot tolerate the situation any longer. This was probably the last straw for the manager because it was serious mistake involving an important guest.
- d. She thought that the guest wanted to know if Mr Oxygen was staying in the hotel and didn't realize that there was a problem with the extra oxygen supply in the room.
- e. Accept all reasonable ideas, e.g. basic hotel English courses provided for all staff.

Exercise 14, page 45

1. point 2. cross 3. stick 4. crossed 5. tail

Exercise 15, page 45

- a. The receptionist misunderstands the name.
- b. Mrs Horton goes to room 112.
- c. Mrs Horton unpack her clothes and uses the bathroom.
- d. The porter shows Mrs Horton to room 212.
- e. Mrs Horton reports the missing necklace to reception.
- f. The receptionist offers to ring the housekeeper.
- g. Mrs Horton telephones her husband.

Exercise 17, page 45

1. It was either lost or stolen.
2. Where his wife is.
3. The necklace was mislaid while moving rooms and the housekeeper searched the first room but was unable to find the necklace.
4. His wife has been moved to a different room.
5. The switchboard didn't know that the room had been changed.

Exercise 19, page 46

1. a 2. h 3. c 4. f 5. c 6. g 7. d 8. b

Professional Practice, page 46

1. Thank you for bringing the matter to my attention.
2. I'm (very/terribly) sorry.
3. I do apologize for the inconvenience.
4. What seems to have happened is that.
5. There's been a misunderstanding.
6. There seems to have been a problem/a mix-up.
7. We'll look into the matter and...

8. I suggest that we...
9. I'll see to it straightaway.

Exercise 21, page 47

Suggested answers

An extra night free, a discount on the price, a discount on a future reservation, complimentary drinks/excursion/tickets for a show.

Unit 6

Exercise 2, page 48

- a. BT 5473
- b. 8.05
- c. Barajas
- d. 16/4
- e. 17.50
- f. Single
- g. 3
- h. 1
- i. G
- j. Jones
- k. SE4 7PG
- l. 077002 623479

Exercise 3, page 48

/eɪ/ A H J K
 /i:/ B C D E G P T V
 /e/ F L M N S X Z
 /aɪ/ I Y
 /əʊ/ O
 /u:/ Q U W
 /a:/ R

Exercise 4, page 49

1. dead on time
2. in time
3. in good time
4. estimated time of rival
5. right time
6. at any one time
7. time zones
8. take your time

Language focus, page 50

1. d
2. b
3. a
4. e
5. c

Exercise 6, page 50

1. leaves
2. will I be staying
3. 'll be staying
4. going to ring
5. will be paying
6. 'll put
7. 'll get

Exercise 7, page 51

They are for members of staff of travel agencies.

Exercise 8, page 51

1. To help staff recommend destinations to their customers.
2. Complete a questionnaire using the Tour Operator's brochure.
3. Complete the Educational Booklet.
4. Information about the resort, the travel arrangements and the hotel.
5. Discuss the trip with your manager and how you are going to train the other members of staff during the feedback session.

Exercise 10, page 52

1. F 2. G 3. D 4. B 5. E 6. C 7. A 8. H

Exercise 11, page 53

1. You don't have enough time to see it all.
2. Because there are so many people it's almost impossible to move.
3. False. It's a place to go to listen to flamenco guitar and *cante* singing.
4. By taxi, bus or metro.
5. They don't serve meals.
6. Because it is a very old city with narrow streets and lot to see.

Exercise 12, page 53

- 6th century - The Visigoths made Toledo their capital.
- The middle ages - Toledo was melting pot of Christian, Muslim and Jewish cultures.
- 12th-19th centuries - The Prado Museum has Spanish paintings from this period.
- 19th century - El rastro was popular.
- 11 am - Madrileños have their second breakfast often in a bar or a café.
- 3 pm - Madrileños have their lunch.
- Every 12 minutes - The airport goes to Plaza Colon.

Exercise 14, page 55

1. thank you for your recent request
2. I am pleased to enclose
3. Included in the price
4. 100 off the brochure price
5. There is a current availability
6. Make the necessary arrangements
7. Please do not hesitate to contact us
8. Your sincerely

Exercise 15, page 55

Suggested answer

Dear Ms Mellor

Thank you for your recent request for information about weekend breaks in Madrid. I am pleased to enclose a brochure with detailed information on the attractions of Madrid, travel arrangements and accommodation.

We specialize in culinary weekend breaks in Spain. The weekend in Madrid is one of our most popular holidays. Accommodation is in a five- star, stylish hotel situated on the main avenue. Friday evening is spent wine – tasting with an experienced *sumiller*. Among the delights planned for the weekend, participants try out the famed seafood from Galicia and eat in a Michelin- star Basque restaurant. They also have the opportunity to admire the attractions of Madrid while enjoying the varied tapas. The group is always accompanied by one of our experts and is never more than eight people.

We are currently offering a 20% discount off the brochure price for holidays that are booked and paid for before the end of the month.

If you require any further information please do not hesitate to contact us. I look forward to hearing from you.

Yours sincerely
Joanna Bright.

Unit 7

Exercise 1, page 56

The basic information is When? How long? Who? What type of room? In addition they may also ask for a phone/fax number, an address and postcode, the company, the guest is with, payment details, flight details, arrival time, car registration number, nationality, smoker/non-smoker, whether the guest has stayed in the hotel before.

Exercise 2, page 56

1. f 2. c 3. g 4. e 5. a

Exercise 3, page 56

1. 15th July
2. 2
3. Herridge
4. Ann
5. 2
6. None
7. 25 Oldham Road, Manchester
8. DBL
9. Non- smoking
10. 205
11. 110 per PERSON
12. Bottle of champagne in room on arrival

13. Yes
14. 103
15. VISA
16. 4999 1825 6857 6238

Exercise 4, page 57

1. 6/12
2. 8/12
3. 19
4. 95 per night incl. Breakfast
5. Double room with a bath
6. Urbanik
7. Polish
8. EG6662781
9. Credit Card £

Exercise 5, page 57

1. P 2. I 3. P 4. P 5. I 6. P 7. I 8. I

Exercise 6, page 57

1. Will that be one or two nights?
2. We're arriving on the 15th and leaving on the 17th.
3. Would you like a single or a double room?
4. Would you prefer smoking or non-smoking rooms?
5. Is the room at the back or the front of the hotel?

Exercise 7, page 58

1. what the room rates are, please?
2. if it is possible to have a connecting room.
3. there is a florist's near here?
4. if I can leave my cases here after I've vacated the room.
5. how long the taxi will take to arrive?

Exercise 8, page 58

1. Could you tell me/Do you know/Do you have any idea how much it costs to take a taxi to the airport?
2. I was wondering if I could settle the bill this evening.
3. Could you tell me/do you know if there is a good bookshop near the hotel?

Exercise 10, page 59

- Message 1:
Name of the caller wrongly noted; Mr Young should specify which contract; for the Ashcroft deal the fax number is wrongly noted and not clear that it is a fax number; 1775 583 0182.
- Message 2:
- Fine except it doesn't state 'tomorrow'
- Message 3:

- Message to call him is not clear.
- Phone number is incorrect: 066061350
- Message represented by drawing is not clear

Exercise 11, page 59

- Satisfactory message given to Mr Taylor.
- Can't give contract details to Mr Courtney and gives him the fax number instead of the phone number to call.
- Gives Ms Black the wrong mobile phone number for Brent Ross.

Language Focus, page 60

1. She said she would pick you up tomorrow at 8 o' clock.
 2. He asked you to fax him a copy of the contract.
 3. He said that his plane had been delayed.
 4. He suggested that you phone him on his mobile.
 5. He promised to get in touch again if there was a problem.
 6. He told me to tell you he loves/loved you very much.
- a. False. In reported speech we don't usually repeat everything the person said, we just summarize it
 - b. True. e.g. suggest, promise.
 - c. False. You can say (that) something or tell someone (that) something e.g. he said (that) he was unhappy. He told me (that) he was unhappy. Tell somebody to do something is used to report an imperative. Tell must be followed by an object pronoun.
 - d. True. The verb forms usually move one tense into the past.
 - e. False. It is not always necessary to changed the verb, e.g. for 6 you could write. He told me to tell you that he loves you very much. It is possible to change the verb but its sounds formal. (Similarly time words only change if the time reference has changed between the direct speech and reporting it. Hence tomorrow in no. 1 does not change).

Exercise 12, page 60

1. asked
2. told
3. could
4. said
5. was
6. told
7. added
8. would
9. promised

Exercise 14, page 61

1. I'm late for a meeting. I'll see you at 10.
2. I'll see you at King Cross Station at 8. I hope you are ok.
3. Please send the pictures of the hotel room to John before tomorrow.
4. Can you tell me the time of the next meeting as soon as possible?
5. If you can't come let me know as soon as possible. Thank you very much.
6. Your report is excellent. See you later.

Exercise 16, page 62

- Places: auditorium, display area, meeting rooms, *possible extras: ballroom, conference room, exhibition hall.*

- Equipment: flip chart, OHP *possible extras: video conferencing, slide projector, lectern* (sloping surface for holding a book or papers when reading in public) *public address (PA) system autocue* (machine that allows a speaker to read words while looking at the audience)
- Catering: a la carte, banquet, beverages, buffet, luncheon, refreshments. *Possible extras: cocktail dinner, table d' hotel meal* (complete meal at a fixed price), *aperitif*

Unit 8

Exercise 1, page 64

1. festival
2. historic building
3. amusement park
4. safari park
5. place of natural beauty

Exercise 3, page 64

1. The Taj Mahal. Its calm and peaceful, one of the seven wonders of the world, 22 years to build, 20,000 workmen, completed in 1648.
2. Walt Disney World. Its best to stay on the site, recommends Sequoia Lodge where there's a souvenir shop, a playground, a free minibus service to the resort.
3. Niagara falls. Open 24 hours a day all year round. Parks are free May to September there is a charge for parking your car. May to October there are boat rides for which it is a good idea to wear a raincoat.

Exercise 4, page 64

- Religious buildings: cathedral, mosque, temple
- Historic buildings: castle, palace, tower
- Places of natural beauty: canyon, glacier, gorge

Exercise 6, page 65

1. b
2. e
3. g
4. a
5. f
6. d
7. h
8. c

Exercise 7, page 65

- /æ/ canyon, palace, valley,
- /ə/ cathedral, festival, monastery
- /eɪ/ stately home, volcano

Exercise 9, page 66

1. Dublinia
2. Powerscourt Townhouse
3. Dublin Castle
4. Dublinia
5. Dublinia
6. Christchurch Cathedral (a mummified cat and rat)
7. Temple Bar, The Long Hall and Powerscourt Townhouse
8. Christ Church Cathedral

Exercise 10, page 66

1. Want something suitable for children. Recommended: the zoo in Phoenix Park and Dublinia.
2. Want to see something outside town. Recommended: Newgrange.
3. Interested in Irish literature. Recommended: the Dublin Writer's Museum in Parnell Square.
4. Want to go to a traditional Irish pub with traditional music. Recommended: O'Donoghue's.

Exercise 11, page 67

1. The zoo is in Phoenix Park, it is about 3 km from the city centre. To get to Dublinia, walk along Dame Street and it's behind the cathedral.
2. Take the N2 road heading north out of Dublin towards a town called Slane in County Meath. Turn right about 2 miles south of Slane and the visitor centre is signposted from there.
3. Go over Grattan Bridge at the end of Parliament Street go up Capel Street to the end and fork right into Bolton Street. Take the third on the right into Granby Row and it's on the left, opposite the Museum of Modern Art.
4. Directions not given. It's in Merrion Row, in square E5 on the map, between St Stephen's Green and Baggott Street.

Exercise 13, page 68

barley, hops, yeast, water

Exercise 14, page 68

1. b 2. d 3. f 4. c 5. a 6. e

Exercise 15, page 68

1. is ground. 2. is fed. 3. mixed 4. is produced 5. are added 6. is boiled
7. is strained 8. is added 9. is fermented 10. is removed 11. is stored
12. is pumped.

Exercise 16, page 69

1. is ground 2. is fed, is mixed 3. is produced 4. are added 5. is boiled
6. is strained, is added 7. is removed

Exercise 17, page 69

1. are made 2. occur 3. is (being) produced 4. are harvested 5. depends
6. take place 7. be measured 8. are crushed 9. takes place 10. lasts
11. is then stored 12. being bottled 13. filtered 14. is bottled 15. labeled
16. being released

Exercise 20, page 70

1. 19th- century 2. steel 3. animals 4. dinosaurs 5. displays
6. Earth galleries 7. free 8. cafeteria

Professional practice, page 70

1. standing outside the ...
2. was designed by ...
3. cafeteria, a bookshop and a gift shop
4. is free
5. one of the finest

Exercise 21, page 71

- *Museum*: armour, arrowheads, pottery, shields. Possible extras: jewellery, ceramics, metal.
- *Gallery*: landscapes, canvas, sketches, statues, watercolor, portraits. Possible extras: oil paintings, still life, a masterpiece.

Consolidation 2

Exercise 1, page 72

1. The 2. ø 3. the 4. ø 5. ø 6. ø 7. ø 8. ø 9. a 10. ø 11. an

Exercise 2, page 72

1. is going to 2. I'll check 3. starts 4. 'm going 5. 'll 6. leaves 7. I'll
8. are doing

Exercise 3, page 72

1. He/she promised to put the tickets in the post straightaway.
2. He/she refused to do any more overtime.
3. He/she warned me that if I didn't hurry, I'd miss my train.
4. He/she suggested hiring a car.
5. I informed him that there was a message.
6. I instructed her to clean the room again.

Exercise 4, page 73

Transport	luxury coach, transfer, schedule flight
Complaints	mix-up, apologize, see to something
Payment	charge, company account, settle the bill
Equipment	overhead projector, screen, flip chart
Sightseeing	arts and crafts, historic monument, souvenirs
Messages	while you were out, pass on, abbreviations

Exercise 5, page 73

Suggested answer

Dear Mr Williams

There is a large variety of things to do and see in Madrid. If you are interested in art, I recommend visiting the Prado Museum, which contains the finest collection of Spanish painting in the world.

You might also like to think about going to the Royal Palace. If you want to go shopping, go to El rastro. However, if I were you I'd get there early because it gets very crowded in the afternoon

In the evening, I suggest going to Casa Patas to see a flamenco show. Finally, why don't you spend one day outside Madrid, in Toledo, a Roman fortress that can be explored on foot?

I hope you enjoy your stay.

Best wishes.

Unit 9

Exercise 4, page 74

1. 18 kg.
2. There's paperwork on it that he needs on the plane.
3. He takes some things out.
4. He has an important meeting in Berlin which he can't miss.
5. No, all airlines follow the same policy.
6. Wait until 8:30 to see if he can get on this flight. If not, he will be put on the next flight.
7. She's responsible for this flight and will call the supervisor to look after people who have to wait for the next one.
8. Keep it. If they can put him on this flight, they'll take it back. If not, he'll have to check it in again.

Exercise 5, page 74

1. b 2. d. 3. e 4. a 5. f 6. c

Exercise 6, page 75

1. journey 2. trip 3. tour 4. crossing 5. voyage 6. excursion
1. journey 2. crossing 3. voyage 4. trip 5. tour 6. excursion

Exercise 8, page 76

1. F Children who are 16 and under and are included on a parent's passport at the time of the change in law do not need their own passport
2. F Children over 16 must have their own passport
3. T (Assuming a holiday is normally less than 90 days)
4. F They may be allowed to enter they need to make a visa application in advance
5. T
6. T

Language focus, page 76

	<i>Giving permission</i>	<i>Refusing permission</i>	<i>Expressing obligation</i>	<i>Expressing no obligation</i>	<i>Giving advice</i>	<i>Indication a possibility</i>
Have to			✓			
Be required to			✓			
May	✓					✓
Can	✓					
Cannot		✓				
Be allowed to						
Should	✓			✓		
Do not have to				✓		
Must not		✓				
Be authorized	✓					
Must			✓			

Exercise 9, page 77

1. don't have to 2. must 3. required to 4. have to 5. should 6. have to
7. may 8. must not 9. authorized to 10. must

Exercise 10, page 77

1. b (needn't = don't have to)
2. f
3. h
4. d (might = possibility)
5. a (must = is logically certain)
6. g (can't = theoretical impossibility)
7. e (can = theoretical possibility)
8. c (should = strong probability)

Exercise 12, page 78

1. Because she thinks she should know the answer.
2. The Open house.
3. A newsagent's.
4. Once.

Exercise 16, page 79

1. on 2. within 3. in 4. between 5. on 6. from 7. into 8. on 9. at/in
10. inside 11. through 12. at 13. at 14. to 15. from 16. around 17. up
18. off

Exercise 17, page 79

1. × 2. × 3. × 4. ✓ 5. × 6. × 7. ✓ 8. ✓

Exercise 19, page 80

1. \$386 (7 x \$38 + \$40)
2. Toyota Tarago
3. \$5 per day
4. Holden Commodore and Toyota Tarago
5. \$812
6. \$252 (4 x [\$44 + \$9 (peak period surcharge)+ \$10 (CDW)])
7. There is 24-hour emergency roadside assistance
8. Refill the tank

Exercise 20, page 81

1. Dumas
2. Annette
3. Mrs
4. Yes
5. Nissan Pulsar
6. International
7. Yes
8. 4
9. Yes
10. CDW
11. 21/3
12. 25/3
13. Mastercard

Professional practice, page 81

1. And how long
2. What kind of diver's license
3. Do you want
4. Do you want the
5. you'll be dropping it off
6. How will you be paying

Unit 10

Exercise 2, page 82

1. f
2. d
3. a
4. e
5. c

Exercise 3, page 82

1. T
2. F It tends not to be highly spiced
3. F Spirits are generally not drunk before a meal in France. Kir (white wine with a blackcurrant liqueur) is a typical aperitif

Exercise 5, page 84

1. baked
2. steamed
3. sliced
4. garnished
5. grilled
6. poached
7. fried
8. served

Exercise 7, page 85

2. Noisettes d'agneau are small, tender lamb cutlets fried in butter and served with a variety of garnishes.
3. Chawan mushi is a thick egg custard steamed in a small lidded pot and served with vegetables, shrimp and other seafood.
4. Gefüllte Forella is wild trout steamed and served with a salad and mushrooms.

Exercise 9, page 86

1. rice
2. bread
3. egg
4. a fly
5. delicious chicken
6. an excellent beer (one kind of beer which is excellent)/excellent beer (in general)/some excellent beers (kinds of beer)

Exercise 10, page 86

1. a pot of *tea* (a)
2. a carafe of *wine* (b)
3. a rack of *lamb* (h)
4. a bottle of *mineral water* (g)
5. bunch of *grapes* (c)
6. a plate of *snails* (e)
7. a fillet of *fish* (f)
8. a bowl of *rice* (e)

Exercise 11, page 87

1. Pasta gives you energy
2. There was a lot of people at the dinner party
3. I'd like a chocolate flavoured ice cream.
4. What have you ordered for breakfast?
5. Can you pass me the salt and pepper, please?
6. I'd like a glass of mineral water, please

Exercise 12, page 87

1. many
2. many
3. little
4. a few
5. few
6. any
7. many
8. many
9. a little

Exercise 14, page 88

Chez Jenny

Exercise 17, page 89

1. Kir.
2. Many possibly went there for a working lunch a few years before.
3. French onion soup and snails.
4. Because it is typically French.
5. Rack of lamb.
6. She asks for the lamb without the mint sauce.
7. Bearnaise sauce with tomato purée.
8. A bottle of Cabernet Sauvignon.

Professional practice, page 89

1. If you would like to
2. take your coat
3. Here's the
4. something to drink before your meal
5. Are you ready to
6. And what would you like
7. I'd certainly recommend
8. So that's

Unit 11

Exercise 2, page 90

<i>Tradition</i>	<i>Country</i>
Kwanzaa festival	USA/the World
Jizo statues	Japan
Flamenco	Spain
The Highland Games	Scotland

Exercise 3, page 90

1. moral values
2. religion
3. artistic expression
4. sport

Exercise 4, page 91

1. F It's a celebration of family, community and cultural roots
2. F One candle is lit each day
3. F They are associated with Buddhism
4. T
5. T
6. F A flamenco performance is improvised
7. F *Usually* in northern Scotland

Exercise 5, page 91

- 1.b 2. d 3. h 4. f 5. c 6. i 7. e 8. j 9. g 10.a

Exercise 6, page 91

- Ways of celebrating: parade, carnival, procession.
- Things you give: presents, flowers, cards.
- Related to the past: tradition, heritage, folklore.
- Related to religion: fast, pray, pilgrimage.

Exercise 8, page 92

1. Recognition that every human encounter is a unique occasion that can, and will, never recur again exactly.

2. Meeting the guests, a purification with fresh water in a stone basin, walking through the grounds of teahouse, watching the tea being prepared, consuming food and drinking the tea.
3. It is associated with Zen Buddhism ideals: the whole universe is experienced in the drinking of a bowl of tea by giving oneself over totally to the here and now and fully participating with a heart free from selfish desires.
4. Harmony, respect, purity and tranquillity.

Exercise 9, page 93

1. which/that
2. which/that
3. which/that
4. where
5. whose
6. which/that

Exercise 10, page 93

1. A *kimono* is a sort/kind of garment made of silk which women wear on formal occasions.
2. *Omamori* are a sort/kind of good luck charms that are related to health, safety when driving and fertility.
3. *Sushi* refers to a variety of dishes. It's a sort/kind of cold vinegared rice wrapped with raw fish.
4. *Dojojin stones* are a sort/kind of pinball machine without flippers and is the most popular form of entertainment in Japan.

Exercise 11, page 94

1. b
2. f
3. e
4. d
5. c
6. a

Exercise 12, page 94

Type	Noh	Kabuki	Bunraku
Origins	14th century	17th century	Early 17th century
Audience	Higher social classes	Ordinary people	n/a
Themes	Gods, warriors, beautiful women and supernatural beings	Historical events and relationships between men and women	Historical events and relationships between men and women
Costume	Masks	Elaborate exaggerated make-up	Puppets, the puppeteer wears traditional formal dress
Stage	Outdoor wooden stage	Well-equipped wooden stage with trapdoors and footbridge	n/a
Music	Traditional drums and flutes	n/a	Traditional music performed on a <i>shamisen</i>

Exercise 13, page 95

1. c 2. d 3. e 4. b 5. a 6. f

Exercise 16, page 96

1. Poppy Day / Britain / 11 November / After the First World War many of the battle fields were covered in poppies, so people wear them now to honour the people who died in the war
2. Tiradentes Day / Brazil / 21 April / To commemorate the death of one of Brazil's greatest heroes, Joaquin José da Silva Xavier, who, as well as being a travelling doctor and dentist, led a revolutionary movement against Portuguese rule at the end of the 18th century
3. Thanksgiving / USA / The fourth Thursday of November / to commemorate the first successful harvest for the settlers in 1621, an event the settlers celebrated themselves with a great feast to which they invited the local Indians

Exercise 18, page 96

1. Diwali.
2. The festival of lights.
3. Around the end of October and the beginning of November.
4. Throughout India and in Hindu communities in other parts of the world.
5. Small oil lamps (or, in urban areas, candles or neon lights) are lit and placed around the home, in country yards, on verandahs, in gardens, on walls and roof-tops, families get together, children give each other sweets and fireworks are let off.
6. It has different meanings in different areas of the country but everywhere it signifies the renewal of life.

Unit 12

Exercise 1, page 98

Painting, murder-mystery (usually in a country hotel over a weekend, all guests and some actors are involved in solving a "murder"), golf, mountaineering, fishing, horse-riding, writing, health and beauty, music festivals, aromatherapy, wine, photography, birdwatching, battlefields, cooking, singing

Exercise 3, page 98

- a. scuba diving (snorkelling, underwater)
- b. whale watching (ecology, naturalist, wildlife)
- c. yoga (breathing, relaxation)
- d. dog-handling (canine, pet)
- e. painting (artistic)

Exercise 4, page 98

1. a 2. c 3. e 4. d 5. b

Exercise 5, page 99

aqualung (air tank), wreck, diving
 reserve, endangered species, fauna and flora
 prayer, monk, monastery
 whistle, obey, lead
 palette, brush, oils

Exercise 6, page 99

<u>photograph</u>	phot <u>o</u> graphy	archae <u>o</u> logy	<u>a</u> tmosphere
ec <u>o</u> logy	ecol <u>o</u> gical	excl <u>u</u> sive	Himalay <u>a</u> s
<u>h</u> abitats	architect <u>u</u> re	explorati <u>o</u> n	vegetari <u>a</u> n

Exercise 8, page 100

1. gourmet cooking 2. football 3. whale watching 4. gardening

Exercise 9, page 100

- Caller 1 *Where can you learn to do gourmet cooking?*
 Gourmet adventure holidays, Amalfi coast, Italy, look at their internet site.
- Caller 2 *How do I organize going to a home game of either Madrid or Barcelona?*
 Contact Fanfare, an agency which does packages including flights, hotel and tickets.
- Caller 3 *Are there any whale watching expeditions in Canada or British Columbia?*
 Contact the Ecosystems Research Foundation.
- Caller 4 *Could you recommend overseas gardens to visit?* Contact Adderley Garden Tours for gardens in Europe or Delightful Garden Tours for outside Europe.

Language focus, page 100

1. a. 1, 3, 6
 b. 4, 5
 c. 2
2. a. T
 b. F *Will* is used in the main clause
 c. T
 d. F The past is used to refer to an unreal/hypothetical present/future situation.
 It is the subjunctive in their own language/are familiar with this grammatical
 term, point this out to them
 e. T
 f. T

Exercise 10, page 101

1. g 2. f 3. a 4. c 5. h 6. e 7. d 8. b

Exercise 13, page 102

1. morning: Giza pyramids
2. afternoon: Egyptian Museum and the Tutankhamun collection

3. couch of Temple of Ramses II and Temple of Hator
4. afternoon: flight over Aswan Dam to see dam and unfinished obelisk
5. overnight on board ship at Aswan
6. morning: Visit to West Bank to see Valley of the Kings and Queens and the temple of Hatshepsut
7. afternoon: Relax before flight back
8. optional extra few days in Luxor with excursion to Karnak temples.

Exercise 14, page 103

1. The group will come out on the scheduled flight and stay in the Meridian Pyramids Hotel for two nights.
2. It's a lot to do in one day.
3. It's at six o'clock in the morning so the clients will have to get up at 2am.
4. A short time/a morning.
5. It's more expensive as they will fly there.
6. 2 nights – Tuesday and Wednesday.
7. A few days in Luxor with excursions to the Karnak complex.

Consolidation 3

Exercise 1, page 106

1. ø 2. any 3. a few 4. some 5. any 6. a little 7. any 8. few
9. some/a few 10. a few 11. any 12. little

Exercise 2, page 106

Possible answers

2. Goulash is a meat stew that/which is originally from Hungary.
3. Sushi is rice with small pieces of food, normally raw fish, on top that/which is served in Japan.
4. Croissants are pastries that/which are eaten in France for breakfast.
5. Paella is a Spanish dish that/which consist of rice, vegetables, fish and chicken.
6. Blinis are pancakes that/which are served in Russia.
7. Gnocchi are small round balls that/which are made of potato, wheat and water and that/which are usually served in soup or with a sauce

Exercise 3, page 106

1. b 2. a 3. e 4. g 5. h 6. f 7. c 8. d

Exercise 4, page 107

1. wine, water 2. fish, meat 3. grapes 4. tea honey, jam 5. wine, water
6. bread, cake 7. parsley 8. lamb

Exercise 5, page 107

1. trek (the others are generally related to travelling by sea)
2. stay (the others can all be used to talk about taking transport)
3. overbooking (the others are related to insurance)
4. roast (the others are all always of cooking eggs)

5. poultry (the others are adjectives to describe food)
6. fireworks (the others are related to the theater)
7. camera (the others are related to painting)
8. monastery (the others are all related to Egypt)

Exercise 6, page 107

Ooo aqualum, atmosphere, habitats, photograph
oOo artistic, endangered, exclusive, relaxing

Exercise 7, page 107

1. d 2. e 3. a 4. f 5. c 6. b

Answers for an optional game about future tense included in the teacher's book

1. incorrect. I'll look it up
2. correct
3. incorrect. How are you getting/will you be getting there?
4. incorrect. How will you be paying?
5. incorrect. The show starts
6. correct
7. incorrect. I'll make a note
8. correct
9. incorrect. I'm going to write it up
10. correct
11. incorrect. We will deliver
12. incorrect. Are starting/are going to start

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Broukal, Milada and Piñeiro, Carol (2004). *Grammar Form and Function 2*. New York: McGraw-Hill ESL / ELT.

Dale, Paulette and Poms, Lillian (1986). *English Pronunciation for Spanish Speakers (consonants)*. New Jersey: Prentice Hall Regents.

Dale, Paulette and Poms, Lillian (1986). *English Pronunciation for Spanish Speakers (vowels)*. New Jersey: Prentice Hall Regents.

Complementary websites about tourism

<<http://www.visitcostarica.com/ict/paginas/home.asp?idioma=1>>.

<<http://www.infoweb.co.cr/turismo/parques/parquesnac.html>>.

<<http://www.costaricainfo.com>>.

<http://www.discoveringcostarica.com/camara_de_turismo.htm>.

<<http://www.tourism.co.cr>>.

<<http://www.tourism.co.cr/traveling-to-costa-rica/index.html>>.

Photography's references

Unit 1

<http://espanol.istockphoto.com/file_search.php?action=file&text=%22hotel+reception%22&33194a69c46b6ba58d2c9f9c1b4e7a60_1_22030=hotel+reception>.

Unit 2

<<http://gocentralamerica.about.com/od/costaricaguide/tp/CRBeaches.htm>>.

Unit 3

<<http://centralamerica.com/cr/hotel/index.htm>>.

Unit 4

<<http://www.costaricatours.net>>.

Unit 5

<<http://es.inmagine.com/culs002/culs002067-photo>>.

Unit 6

<http://www.travelguidetohawaii.com/hawaii_travel_agent.html>.

Unit 7

<http://www.costaricaguides.com/costa-rica-hotels/by_town/guanacaste/flamingo-beach.html>.

Unit 8

<<http://www.arenal.net/arenal-volcano-tour.htm>>.

Unit 9

<http://www.destinationcr.com/car_rental/index_compact.php>.

Unit 10

<<http://www.1costaricalink.com/eng/restaurants/rests/rests-elchicote.htm>>.

Unit 11

<<http://www.infocostarica.com/culture/traditions.html>>.

Unit 12

<http://en.wikipedia.org/wiki/Scuba_diving>.